HARROGATE COLLEGE | Keighley College | LEEDS CITY COLLEGE | LEEDS CONSERVATOIRE | Leeds Sixth Form College | Pudsey Sixth Form College | University Centre Leeds

Luminate EDUCATION GROUP

Job Description

Group Member:		Luminate Education Group	
Job Title:		Apprentice Business Administration Assistant (Level 3)	
Reports to:		Group Director of Apprenticeships	
Job Grade	L3 Apprentice	**Department**	Apprenticeships

ROLE SUMMARY:
The Business Administration Apprentice (Level 3) will provide comprehensive administrative support to the Group Director of Apprenticeships. The post holder will gain valuable practical experience across a range of business functions, including diary management, meeting coordination, email and telephone correspondence, and support for external stakeholder communications and event planning.

Working closely with colleagues and external partners, the apprentice will contribute to projects and operational activities that support employer engagement, apprentice success, and the effective coordination of board meetings and external events. The role will also play an important part in strengthening relationships with providers and other key stakeholders.

Through involvement in these activities, the apprentice will have the opportunity to develop and enhance their organisational, communication, analytical and leadership skills, while gaining broad experience of apprenticeship provision and business administration within a dynamic and professional environment.

SPECIFIC ROLE RESPONSIBILITIES:

1. Assist in the planning and delivery of board meetings, steering groups, and employer forums.
2. Manage and maintain the Group Director of Apprenticeships' diary, scheduling meetings and appointments.
3. Organise internal and external meetings, including booking rooms, preparing agendas, and distributing meeting papers.
4. Coordinate invitations, venue arrangements, catering, and meeting logistics.
5. Support the organisation of apprenticeship events, employer engagement activities, and learner celebration events.
6. Prepare event materials and gather feedback following events.
7. Provide administrative support for strategic projects and initiatives led by the Group Director of Apprenticeships, ensuring actions, deadlines and project documentation are effectively managed.
8. Maintain effective communication with stakeholders, responding to enquiries and facilitating the timely exchange of information to support key apprenticeship and business objectives.

CORE RESPONSIBILITIES:

1. Provide administrative support to the Group Director of Apprenticeships, including diary management, meeting coordination and correspondence management.
2. Arrange internal and external meetings, preparing agendas, circulating papers, booking venues and taking minutes where required.
3. Support projects led by the Group Director of Apprenticeships by maintaining project documentation, action logs and progress trackers.
4. Liaise professionally with internal departments and external stakeholders, including employers, subcontractors, awarding organisations and training providers, ensuring timely and effective communication.
5. Draft emails, reports, presentations, briefing papers and other business documents to support departmental and organisational activities.
6. Assist with the planning and delivery of board meetings, employer forums, provider meetings and apprenticeship-related events.
7. Maintain accurate records, stakeholder databases and filing systems in line with organisational policies and data protection requirements.
8. Support the collection, collation and presentation of data to assist with reporting on employer engagement, apprentice success and partnership activities.
9. Monitor shared inboxes and respond to enquiries, escalating issues to the appropriate colleague where necessary.
10. Assist in the coordination of communications with awarding organisations and other external partners to support apprenticeship delivery and project activity.
11. Support the administration of provider and subcontractor relationships, including scheduling meetings, maintaining records and tracking agreed actions.
12. Use digital systems and software effectively to maintain records, produce reports and support business operations.
13. Undertake training and complete all requirements of the Level 3 Business Administrator Apprenticeship Standard.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.

- Embody the group's values:

Kindness
Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership
Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment
Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative
Proactively seeking opportunities to create synergies and positive outcomes for all

Passion
Encouraging all to have aspiration and passion in everything they do.

Creative
Always hungry to learn and looking ahead so we can be responsive

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Person Specification

Job Title:	Apprentice Business Administration Assistant (Level 3)
Department	Apprenticeships

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
D	Q1. English and Maths at Level 2 or above or equivalent Literacy/Numeracy.	A/C
D	Q2. Relevant administrative training or qualifications at Level 2	A/C
E	Full UK Driving Licence with access to own vehicle	C
Experience and Knowledge		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience using Microsoft Office systems including Word, Excel, Outlook and Teams	A / I
D	EK2. Knowledge of GDPR/data protection and confidentiality requirements.	A / I
E	EK3. Organised and detail-oriented approach with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner	A / I
D	EK4.Experience of handling and maintaining accurate data	A / I
D	EK5. Experience of working in a customer facing role, building positive relationships.	A / I
D	EK6. Experience of administrative duties which required attention to detail.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	SC1. Ability to work flexibly across a number of tasks with a solution focused approach to challenges presented.	A / I
E	SC2. Strong organisational skills and ability to manage multiple priorities.	A / I
E	SC3. Attention to detail and accuracy when processing data/information.	A / I

E	SC4. Ability to analyse information and maintain attention to detail	A / I
E	SC5. Ability to identify improvements and contribute solutions	A / I
E	SC6. Good communication skills both written and verbal	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I